

## **AGENDA**

### **COMMITTEE ON HUMAN RESOURCES/INSURANCE**

**November 20, 2006  
Aldermen Gatsas, Shea,  
Garrity, Pinard, Duval**

**Immediately Following Cmte. on Administration  
Aldermanic Chambers  
City Hall (3<sup>rd</sup> Floor)**

1. Chairman Gatsas calls the meeting to order.
2. The Clerk calls the roll.
3. Discussion relative to qualified residents of the City be given first consideration for employment or promotion within city government.  
**Gentlemen, what is your pleasure?**
4. Communication from Virginia Lamberton, Human Resources Director, submitting a proposed new class specification and position to be called Solid Waste Compliance Officer (salary range of \$32,312 to \$46,069).  
**Gentlemen, what is your pleasure?**
5. Communication from Virginia Lamberton, Human Resources Director, on behalf of Chief Kane, recommending that the Business Service Officer at the Fire Department be reclassified as a Business Administration, salary grade 20.  
**Gentlemen, what is your pleasure?**
6. Communication from Virginia Lamberton, Human Resources Director, on behalf of the Water Works Director, recommending that the Electrician II position at the Water Works Department be reclassified as a Process Control Technician, salary grade 19 (cost for balance of FY2007 would be \$1,174.77).  
**Gentlemen, what is your pleasure?**
7. Communication from Virginia Lamberton, Human Resources Director, proposing change to Ordinance 33.048, Advancements within Pay Range.  
*(Note: Committee requested alternative language on October 3, 2006...please refer to underscored sentence on last page.)*  
**Gentlemen, what is your pleasure?**

8. Communication from Virginia Lamberton, Human Resources Director, submitting a proposed amendment to Ordinance 33.079 (H) and a proposed policy for purchasing vacation credits and enrollment form.  
**Gentlemen, what is your pleasure?**

### **TABLED ITEMS**

**A motion is in order to remove any of the following items from the table for discussion.**

9. Communication from Virginia Lamberton, Human Resources Director, requesting that the two support positions assigned to the Ordinance Violations Unit in the Police Department be reclassified to the level of Customer Service Representative II.  
*(Tabled 10/03/2006. As of October 5<sup>th</sup> the cost of both would be \$1,520.26 for the balance of FY2007.)*
10. Communication from Virginia Lamberton, Human Resources Director, on behalf of the Public Works Director, requesting reallocation of the Equipment Service Technician II position, from a salary grade 13 to a salary grade 14.  
*(Tabled 10/03/2006. As of October 6<sup>th</sup> the cost would \$1,014.60 for the balance of FY2007.)*
11. Communication from Virginia Lamberton, Human Resources Director, requesting that the Grants Coordinator position be reclassified to a new title of VISTA Project Administrator, salary grade 20.  
*(Tabled 10/03/2006.)*
12. Communication from Virginia Lamberton, Human Resources Director, relative to performance appraisals and whether or not any employee received a merit step that department heads had not intended receive one.  
*(Tabled 10/03/2006.)*
13. If there is no further business, a motion is in order to adjourn.



# CITY OF MANCHESTER

## Human Resources Department

One City Hall Plaza  
Manchester, New Hampshire 03101  
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065  
[www.ManchesterNH.gov](http://www.ManchesterNH.gov)



November 3, 2006

Alderman Ted Gatsas, Chairperson  
Human Resource and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, New Hampshire 03101

Re: New Class Specification,  
Solid Waste Compliance Officer

Dear Alderman Gatsas and Members of the Committee:

On October 17, 2006, the Board of Mayor and Aldermen voted to refer a report of the Committee on Public Safety and Traffic to establish a new class specification and position to be called Solid Waste Compliance Officer.

As a matter of information, in September 2005, a proposed class specification was sent to the Human Resource and Insurance Committee. If my memory serves me right, the proposal was tabled by the Committee pending funding for the new position. I am attaching a copy of the proposed class specification for a Solid Waste Compliance Officer. The proposed salary grade is 15 which equates to a salary range of \$32,312 to \$46,069.

Also attached is a proposed organizational chart which includes this new position.

Your favorable approval to establish the proposed class specification and the new position would be greatly appreciated.

If you have any questions, I would be happy to answer them.

Respectfully submitted,

Virginia A. Lamberton  
Human Resources Director

Attachments

Cc: Frank Thomas, P.E.,

# City of Manchester New Hampshire

*In the year Two Thousand and Six*

## AN ORDINANCE

"Amending Sections 33.024, 33.025 & 33.026 (Solid Waste Compliance Officer) of the Code of Ordinance of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITION be amended as follows:

Establish new classification, Solid Waste Compliance Officer

SECTION 33.025 COMPENSATION OF POSITION be amended as follows:

Establish Solid Waste Compliance Officer-, Grade 15, non-exempt

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows:

Establish new class specification, Class Code 5611, Solid Waste Compliance Officer. (See attached).

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

# DRAFT



## City of Manchester, New Hampshire Draft Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Solid Waste Compliance Officer
Class Code Number	5611-15

### General Statement of Duties

Performs inspections and enforcement work relating to compliance with City Health and Sanitation Ordinances and City Health and City Highway Solid Waste Regulations; performs directly related work as required

### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure adherence to existing City Ordinances relating to Health and Sanitation and to City Regulations. The work is performed under the supervision and direction of the Chief of Street Operations, Assistant Chief of Street Operations as well as the Refuse superintendent but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establishes and maintains effective working relationships with other City employees, representatives of the Manchester Health Department and Building Department, and the public. The principal duties of this class are performed in both an indoor and outdoor work environments requiring access to all areas of the city

### Examples of Essential Work (illustrative only)

- Inspects, investigates and enforces City Health and Sanitation Ordinances and Regulations;

- Inspects, investigates and enforces City Highway Department Solid Waste Regulations;
- Interprets and applies applicable ordinances and regulations;
- Coordinates enforcement actions between the Health Department, Housing Code, Building Department and others;
- Patrols city streets and alley ways and monitors activity to identify violations of applicable ordinances and regulations and takes appropriate actions to deal with the situation, including, issuing written warnings, issuing citations or rectifying the situation through a dialogue with all parties involved as warranted;
- Receives complaints, researches ownership of property and records and performs inspections and conducts reexaminations to ensure any situation has been rectified
- Prepares documentation to assist the City's legal Department in the prosecution of violators
- Observes violations, takes pictures, issues notices, counsels code violators, prepares case files, pursues legal remedies, and oversees remedial actions for non-compliant properties;
- Maintains thorough and accurate records of inspections activities;
- Testifies on behalf of the City on legal proceedings
- Responds to request for information from the public and neighborhood organizations on codes issues;
- Reports possible violations outside of area of authority to the proper City Department or outside agency;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Participates at public meetings on solid waste compliance issues;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p align="center"><b>Required Knowledge, Skills and Abilities (at time of appointment)</b></p>
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|---|
| <ul style="list-style-type: none"> <li>• Thorough knowledge of local and State codes, ordinances and regulations relating to health , sanitation and solid waste;</li> <li>• Thorough knowledge of the codes relating to acceptable materials, policies and procedures;</li> <li>• Ability to read and interpret local and State ordinances and regulations;</li> <li>• Knowledge and ability to recognize and properly address hazardous materials and/or public health related materials in solid waste;</li> </ul> |
|---|

- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

- Graduation from High School or completion of GED; and
- Some experience in related Sanitation and Refuse operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

#### **Required Special Qualifications**

- Valid New Hampshire Driver's License.
- Level 2 Solid Waste Facility License

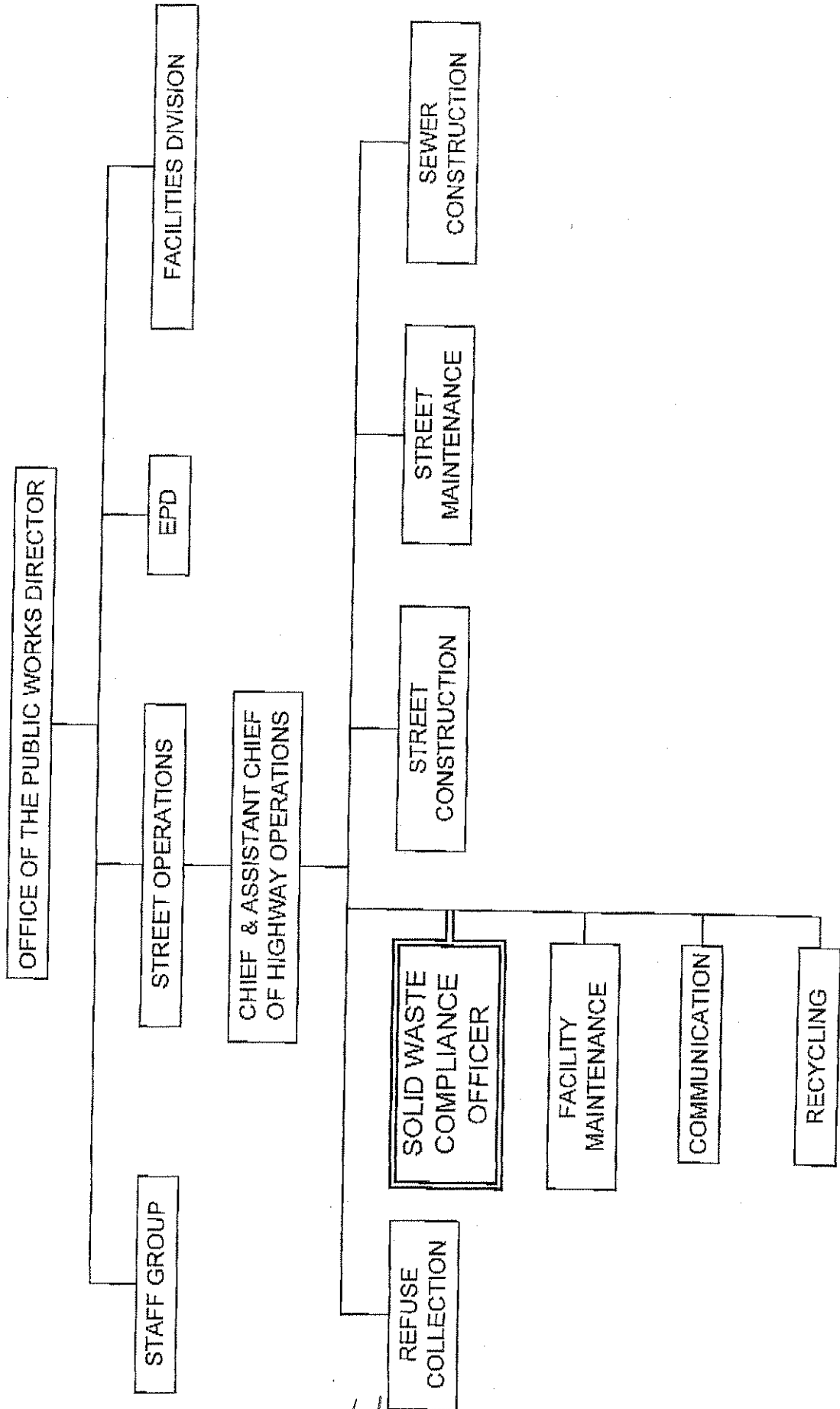
#### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to inspect residences for code requirements;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate testing instruments as necessary;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to move about residences and other buildings as necessary to perform inspections.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

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# DEPARTMENT OF PUBLIC WORKS ORGANIZATIONAL CHART







# CITY OF MANCHESTER

## Human Resources Department

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Manchester, New Hampshire 03101  
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November 7, 2006

Alderman Ted Gatsas, Chairperson  
Human Resource and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, New Hampshire 03101

### Re: Business Service Officer, Fire Department

Dear Alderman Gatsas and Members of the Committee:

In July, the long term incumbent of the Business Service Officer position at the Fire Department retired. As per the Boards instructions several years ago, when a higher level position is vacated, my office performs a desk audit to ensure that the position is properly classified and has an appropriate salary grade. Therefore, I asked the Fire Chief to have a position questionnaire completed to include all of the duties and responsibilities of the Business Service Officer position. In addition to that, I requested position questionnaires from the Police Department and the Parks Department. Last May I had received a position questionnaire from the Airport, so that was used for comparative purposes as well. The following reflects my analysis of the Business Service Officer position at the Fire Department as compared to the other positions at the other departments.

All of the Business Service Officer incumbents have responsibility for doing budgets. At smaller departments, the Administrative Service Managers (salary grade 16) have this responsibility as well. All of the incumbents receive salary projections from Human Resources. All of the incumbents verify the numbers that are sent to them and make corrections as necessary. As the budget process continues, there is a variance in what is required. These differences set the tone for the level of accounting that is needed in order to provide the department head with a budget

Another major difference is whether or not the incumbents are required to utilize Generally Accepted Accounting Principles (GAAP). The incumbents at the Police, Parks and Airport Departments all use GAAP. Each of the incumbents has complex financial statements that each of them develop on spread sheets to demonstrate to the Department Head how things are evolving during the fiscal year. Each of those statements, provides the Department Head with cost analysis as to where they may be running into problems financially and where they are doing well. The City's financial data base will provide you with year to date expenditures, encumbrances, and the percentage of funds that remain for the fiscal year. The incumbents at Parks, Police and Airport provide their Department Heads with a higher level of information independent of the City's financial system.

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November 7, 2006

The Fire Department, Police Department and the Parks Department all have grants. The purpose to those grants varies from department to department. Some of the grants pay for positions, others provide a reimbursement for salaries or portions thereof. Others provide for equipment, resources, programs, etc. etc. The reports for the grants are each different, but pretty much at the same level of responsibility.

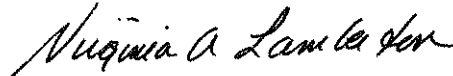
The Police Department employs a Financial Analyst I whose primary responsibility is to do salary analysis. That is due to the complexity of the departments salary lines. There is also a full time position at the Police Department that is responsible for scheduling the extra details. Over two million dollars goes through this position with a portion going to the City as revenue. In addition to that, there is the overtime and other special duty pays. The Parks Department employs a significant number of seasonal employees. The funding for these positions is a mix of enterprise funds and general funds. The BSO maintains spread sheets to keep track of the different funding sources. He has to figure the number of hours that are left to continue seasonal help during the different seasons. Then he notifies the division manager with that information to ensure that there is not over spending in those salary accounts. The Fire Department BSO prepares reports for the Chief regarding overtime. In addition to that, the BSO does the scheduling for uncommitted Firefighters to cover for sick and vacation time to minimize overtime expenses. The incumbent then prepares reports that identify the trends and affects of sick, single shift vacation, bereavement and military leave. This is a cumbersome task but is not the same as the analysis that is done for the Parks or Police Departments.

There are other duties that are peculiar to each Business Service Officer. It would be my opinion that those duties are more complex at the Parks Department and the Police Department. Therefore I would recommend that the Business Service Officer at the Fire Department be reclassified to reflect the level of duties and responsibilities that are assigned to that position. I am recommending that the Board approve a new class specification to be called Business Administrator, at a salary grade 20. I am attaching a copy of the proposed class specification for your review and approval.

I would be happy to answer any additional questions that you may have.

Your favorable approval to establish the new classification of Business Administrator and reclassify the Business Service Officer position at the Fire Department would be greatly appreciated.

Respectfully submitted,



Virginia A. Lamberton  
Human Resources Director

Attachment

Cc: Chief Kane  
Chief Jaskolka  
Director Ludwig



# City of Manchester New Hampshire

*In the year Two Thousand and* Six

## AN ORDINANCE

"Amending Sections 33.024, 33.025, & 33.026 (Business Administrator) of the Code of Ordinances of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITIONS be amended as follows:

Establish Business Administrator, Class Code 9226

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Establish Business Administrator, Grade 20

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows

Establish Business Administrator, Grade 20, exempt, (see attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

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**DRAFT**

# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

<b>Class Title</b>	<b>Business Administrator</b>
<b>Class Code Number</b>	9226-20

### General Statement of Duties

To coordinate and integrate a variety of business activities, including fiscal, budgetary, human resources for the Fire Department.

### Distinguishing Features of the Class

The principal function of an employee in this class is to work under the direct supervision of the Fire Chief in order to provide the Chief with budget information, overtime reports, uncommitted personnel reports, and other reports as assigned. Leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over the work of employees in the administrative work unit of the Department. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, elected City officials, union representative, contractors, the general public and others as required. The principal duties of this class are performed in a general office environment.


### Examples of Essential Work (illustrative only)

- Coordinates the preparation of the department budget;
- Monitors business operations by reviewing computer reports and making recommendation for changes to departmental administrators;
- Monitors and reviews a variety of periodic financial reports to include accounts payable, accounts receivable, payroll, overtime reports, etc.
- Responsible for scheduling of uncommitted Firefighters to cover for sick and vacation time to minimize overtime expenses;

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- Prepares reports that identify the trends and affects of sick absences, single shift vacation, bereavement and military leave;
- Interfaces with Public Building Services for repair work;
- Contacts vendors to price out repairs and other potential costs;
- Works with Division Chiefs in the preparation of grants;
- Keeps records once grants are obtained;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

**Required Knowledge, Skills and Abilities  
(at time of appointment)**

- Knowledge of the principles, methods and techniques of business management;
  - Knowledge of public administration including budget preparation, human resource management, purchasing and general accounting activities;
  - Knowledge of Ordinances, City Policies/procedures, established human resource rules and regulations, and collective bargaining agreements;
  - Thorough knowledge of computer information systems used by department;
  - Ability to prepare reports and records.
  - Ability to evaluate departmental needs in the development and implementation of the departmental budget;
  - Ability to supervise, train and evaluate the work of others;
  - Ability to effectively deal with difficult people in diplomatic and professional manner;
  - Ability to handle confidential and administrative information with tact and discretion;
  - Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
  - Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
  - Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
  - Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
  - Integrity, ingenuity and inventiveness in the performance of assigned tasks.
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**Acceptable Experience and Training**

- Graduation from an accredited college or university with a Bachelor's Degree in a business administration, accounting, public administration or a related field; and
- Three years of experience in accounting or business administration, including one year of supervisory or administrative experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- None.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor assigned areas;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a vehicle;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the City.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

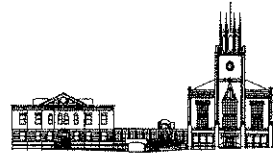
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# CITY OF MANCHESTER

## Human Resources Department

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November 6, 2006

Alderman Ted Gatsas, Chairperson  
Human Resource and Insurance Committee  
City of Manchester  
Manchester, New Hampshire 03101

### Re: Request for Reclassification

Dear Alderman Gatsas and Members of the Committee:

On behalf of Tom Bowen, P.E., Director of Waterworks, I am requesting the establishment of a new class specification and the reclassification of an Electrician II position. The proposed class specification is to be called Process Control Technician, salary grade 19. The current classification of the affected position is Electrician II, salary grade 17. If approved on December 19, 2006, the cost of the reclassification for the balance of FY 07 would be \$1,174.77.

On October 4, 2006, Tom Bowen submitted his formal request to have the Electrician II position reviewed for the purpose of reclassification to a new title of Process Control Technician. A review of the materials that was submitted as well as a desk audit makes me conclude that the Electrician II position needs to be reclassified.

Since the completion of the waste water treatment plant, there have been significant changes in the duties that are required of an Electrician at the plant. Basically, a lot of new equipment was added to the plant, the incumbent has assumed a higher level of responsibility for programming and maintaining the new equipment. When the position was established as an Electrician II by Yarger Decker, the Department had one major controller and some communication equipment going to outstations. Since that time, over four million dollars in equipment has been added to the plant and the majority of the equipment is complex control equipment. The Department had approximately 20 variable and frequency drives. Now the Department has over 60 different units. There are five or six different brands of units. Because of the number of different brands, each one programs differently.

Due to the magnitude of the work involved in the initial system upgrade, vendors were originally hired to develop the new systems. The incumbent worked with the vendors to develop the water quality overview screens and assisted in the page development in the SCADA system. As a result of the incumbent's background, work with the vendors as well as additional training, the incumbent now has the knowledge and ability to do the work that the vendors had been doing. With time, the incumbent will be required to add new pages in the SCADA system and will be responsible for radio connections, PLS's, graphical interface with SCADA, etc. etc.

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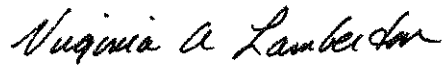
November 6, 2006

We compared the duties of this Electrician II position with the duties that are assigned to other Electrician II positions and clearly, this position has a higher level of responsibility and is more complex. Therefore, I am recommending that you authorize the establishment of a new class specification and the reclassification of the Electrician II position.

I am attaching a copy of the proposed class specification for your review and information.

Your favorable approval of both a new class specification and the reclassification of the Electrician II position would be greatly appreciated.

Respectfully submitted,



Virginia A. Lamberton  
Human Resources Director

Attachment

Cc: Tom Bowen, P.E., Director

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# City of Manchester New Hampshire

*In the year Two Thousand and* Six

## AN ORDINANCE

“Amending Sections 33.024, 33.025, & 33.026 (Process Control Technician) of the Code of Ordinances of the City of Manchester.”

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITIONS be amended as follows:

Establish Process Control Technician, Class Code 3823

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Establish Process Control Technician, Class Code 3823, Grade 19, non-exempt

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows

Establish Process Control Technician, Class Code 3823, Grade 19, (see attach)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

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DRAFT



# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Process Control Technician
Class Code Number	3823

### General Statement of Duties

Specifies, programs, installs, maintains, and repairs process and automation equipment, supervisory control and data acquisition systems, fiber optic and radio transmission LAN and WAN systems, high voltage power switching and transmission systems, and programmable logic controllers; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to maintain complex process and automation control systems used in water supply and treatment operations. The work is performed under limited supervision and direction of an assigned supervisor with considerable leeway granted for the exercise of independent judgment and initiative. Distinguishing features of this class include responsibility for specification of equipment, interfacing of systems, programming, troubleshooting and repair duties, and training of operators utilizing the process, communication, power systems with periodic exposure to voltages of 4160 VAC and greater.

The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business organizations and the public.

The principal duties of this class are performed both indoor industrial and office environments as well as outdoor work environment.

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**Examples of Essential Work  
(illustrative only)**

- Installs, programs, and maintains a wide variety of process control software programs, including but not limited to Allen-Bradley RSLogix 500, Allen-Bradley RSLinx, and Fanuc Intellution I-Fix MMI software to control systems throughout the water treatment plant and water supply system;
- Installs, maintains, troubleshoots, and repairs hardware for a fully integrated SCADA (Supervisory Control And Data Acquisition), including all sensors, probes, and programmable logic controller based systems throughout the water treatment plant and water supply system;
- Analyzes and evaluates water quality monitoring systems using engineering and hydraulic principles to ensure data accuracy;
- Programs, operates, and routinely evaluates power quality and usage data utilizing a Siemens VISTA Power Monitoring System and LAN to ensure equipment performance and cost control;
- Supervises and performs scheduled field calibration routines using precision test equipment;
- Supervises and performs preventive maintenance of flow monitoring equipment;
- Prepares maintenance reports and prioritizes repair work to be performed;
- Performs preventive maintenance programs for instrumentation and electrical equipment;
- Meets with architects, engineers and water supply staff to review process requirements and compliance issues;
- Participates in the design of process control systems and supervises contractors to ensure plant requirements are met;
- Inspects and verifies accuracy of installation and testing of new equipment to ensure proper and timely completion of process control system;
- Installs, troubleshoots, repairs, and maintains a Fiber-Optic Ethernet LAN computer network;
- Installs, troubleshoots, repairs, and maintains an FCC Licensed, UHF based radio telemetry WAN system to control remote water supply system pump stations and storage tanks;
- Programs microprocessor based UHF radios utilizing telemetry software;
- Tests radio transmitter power output, antenna performance and radio receiver sensitivity;
- Maintains thorough and accurate records of installation and repair procedures, including a record of all radios for Federal Communications Commission, (FCC), records;
- Reads and interprets electrical and control schematics, block diagrams and line drawings;
- Maintains technical manuals, drawings, sketches, schematic diagrams and various records pertaining to safety issues, work activity and general operation of plant and pump stations;
- Installs, troubleshoots, repairs, and maintains a wide variety of industrial electrical equipment, including High Voltage (4260-volt) switchgear and 480-volt Motor Control Center gear;
- Installs, troubleshoots, repairs, and maintains Variable Frequency A/C Drive motor controllers;
- Reviews and approves electrical plans for new construction and/or upgrades of existing facilities;

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- Provides training to Water Treatment Plant personnel that operate the various process control, SCADA, high voltage electrical equipment, and other systems, including standby power generating equipment;
- Performs supervisory duties of all Electrician position(s);
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of departmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

**Required Knowledge, Skills and Abilities**  
**(at time of appointment)**

- Thorough knowledge of operating principles of process control equipment;
  - Thorough knowledge of electronic calibration principles and standards;
  - Thorough knowledge of the concepts and principles of programmable logic controllers;
  - Thorough knowledge of the concepts and principles of variable frequency drives;
  - Thorough knowledge of principles of AC and DC electricity, diagnostic and analytical tests needed to diagnose and troubleshoot electronic and electrical devices;
  - Thorough knowledge of operating principles of high voltage power switching systems;
  - Thorough knowledge of safety procedures and precautions relating to installation, maintenance and repair of instrumentation, electronic and electrical equipment;
  - Thorough knowledge of the NFPA National Electrical Code;
  - Ability to use critical thinking skills to analyze, troubleshoot, and repair complex integrated process control systems;
  - Ability to read and interpret schematic drawings, diagrams, blueprints and other technical drawings of electronic and electrical equipment;
  - Ability to use various hand and power tools;
  - Ability to operate complex electronic and electrical testing equipment;
  - Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
  - Ability to understand and follow oral and/or written policies, procedures and instructions;
  - Ability to prepare and present accurate and reliable reports containing findings and recommendations;
  - Ability to operate a personal computer using standard and customized software applications appropriate to assigned tasks;
  - Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- b

- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

- Graduation from an accredited college or university with an Associate's Degree in Process and Automation Control Systems or
- Five years experience involving Industrial Process Control Systems and
- Five years experience involving Industrial Electrical Power systems or
- Any equivalent combination of education, experience and training which provides the knowledge, skills and abilities necessary to perform the work.

### **Required Special Qualifications**

- Valid New Hampshire driver's license;
- New Hampshire Master's Electrician License.
- Water Treatment Plant Grade II Operators License Preferred

### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to work safely with electronic and electrical equipment;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools and electronic testing apparatus;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to operate hand and power tools and electronic testing apparatus and execute confined space entry.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

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# CITY OF MANCHESTER

## Human Resources Department

One City Hall Plaza  
Manchester, New Hampshire 03101  
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065  
www.ManchesterNH.gov



October 19, 2006

Alderman Ted Gatsas, Chairperson  
Human Resource and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, New Hampshire 03101

Re: Alternative Suggested Language for  
Ordinance 33.038, Advancements Within Pay Range

Dear Alderman Gatsas and Members of the Committee:

At our meeting on October 3, 2006, we discussed alternative language to my July 19, 2006 proposed language to update Ordinance 33.048 (B).

Please refer to the second page of the attached document. If you will refer to the last sentence which is underlined, I believe that I have written it as you have requested. If not, please let me know and I will change it accordingly.

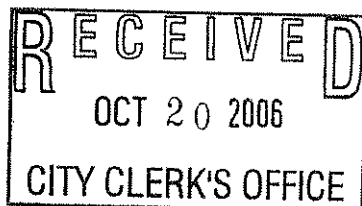
Your favorable approval of this language would be greatly appreciated.

Respectfully submitted,

*Virginia A. Lamberton*

Virginia A. Lamberton  
Human Resources Director

Attachment



7

## **PROPOSED CHANGE IN ORDINANCE**

### **33.048 Advancements Within Pay Range**

#### **Current Language:**

- (B) *Promotion.* Employees may be advanced to the higher rates within the range as recommended by the department head and approved by the Human Resources Director or Human Resources and Insurance Committee, based upon their manner of job performance and length of service, except as otherwise provided for in collective bargaining agreements. Such advancement may be made yearly until the employee has reached the maximum base rate of the class grade for the position. The Human Resources Director shall develop standardized forms and processes for use by department heads in assessing and rating employee job performance on an objective and equitable basis. Eligibility dates for such advancements shall be the anniversary date of the employee's date of hire in the assigned class.

#### **Original Proposed Language:**

- (B) *Step Increases.* Full time employees may be advanced to the higher rates within the range as recommended by the department head and approved by the Human Resources Director or the Human Resources and Insurance Committee, based upon their job performance and length of service except as otherwise provided for in collective bargaining agreements. Such advancement may be made yearly until the employee has reached the maximum base rate of the class grade for the position. The Human Resources Director shall develop a standardized form and process for use by department heads in evaluating employees' work performance. Such evaluation of work performance shall be made on an objective and equitable basis. An incomplete evaluation will be considered a satisfactory evaluation. Eligibility dates for such advancements shall be the anniversary date of the employee's date of hire in the assigned class.

Alternative Suggested Ordinance Language:

- (B) **Step Increases:** Full time employees may be advanced to the higher rates Within the range as recommended by the department head and approved by the Human Resources Director or the Human Resources and Insurance Committee, based upon their job performance and length of service except as otherwise provided for in collective bargaining agreements. Such advancement may be made yearly until the employee has reached the maximum base rate of the class grade for the position. The Human Resources Director shall develop a standardized form and process for use by the department heads in evaluating employees' work performance. Such evaluation of work performance shall be made on an objective and equitable basis. If the department head fails to complete the performance evaluation in a timely manner, the employee's step increase shall be processed on the eligibility date of the step increase.





# CITY OF MANCHESTER

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October 23, 2006

Alderman Ted Gatsas, Chairperson  
Human Resource and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, New Hampshire 03101

Re: Amendment to Flexible Spending Program  
Proposed Amendment to Ordinance 33.079 (H)

Dear Alderman Gatsas and Members of the Committee:

Several years ago, the City began to offer the Flexible Spending Program. This program is a win win program for the employees as well as the City. The current program provides for employees to have pre-tax dollars taken from their paychecks to pay for non-reimbursable medical expenses as well as day care expenses for their dependents.

A fairly new provision for this program is to allow employees to purchase vacation credits. The purchasing of vacation credits is at the total expense of the employee. An employee would be required to ask his/her department head to agree to allowing said employee to purchase additional vacation credits up to two additional weeks per calendar year. The employee would not be able to utilize the vacation credits until such time as the regular vacation credits had been exhausted and the department agrees to utilizing the credits. If the employee does not use the purchased vacation credits, he/she loses the accrued monies that have been put in an account for the employee.

Many public and private employers are offering this benefit. Locally, Public Service Company of New Hampshire has offered this program for several years and it has been a great success. The risk is limited to the employee, not the employer. As is the case with the non-reimbursable medical expenses and the day care expenses, if the employee does not utilize the monies that are set aside, he/she loses those funds.

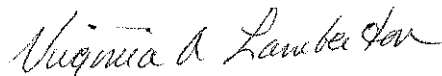
In order to ensure that this program does not impact on the vacation Ordinance, we will need to add a new section to Ordinance 33.079 (H). The proposed Ordinance clearly states the purchasing of the additional vacation credits will not alter the maximum accrual limits that are set forth in the Ordinance.

I am also attaching the proposed policy for purchasing vacation credits as well as a proposed enrollment form for your review and information.

Over the past few years, when we have recruited for new administrators, the amount of vacation time that is provided has been a problem in getting highly experienced individuals to apply for positions. The provision would help to allay that problem as we recruit for several important positions.

I would ask that you approve this change in the Flexible Spending Program. If you have any additional questions, I would be happy to answer them.

Respectfully submitted,



Virginia A. Lamberton  
Human Resources Director

Attachments



## **POLICY FOR FLEXIBLE BENEFIT**

### **VACATION BUY PLAN**

Effective the pay period commencing January 1, of each year, regular full time employees may elect to purchase one or two additional weeks of vacation credits over and above their regular entitlement with pre-tax dollars. An eligible employee shall complete an enrollment form and submit it to his department head for approval and signature. Vacation credits may be purchased in one or two week increments.

The enrollment form shall include the following information:

1. The amount of vacation credits the employee  
Is purchasing.
2. The amount of money the purchase is costing the employee.
3. The signature of the employee's department head.
4. The signature of the employee that he/she understands that  
he/she must have exhausted all of his/her accrued vacation  
time prior to using the purchased vacation credits.
5. The signature of the employee that he/she understands that  
he/she can not change his/her election during the plan year  
unless there is a qualifying change in family or employment  
Status.
6. The signature of the employee that he/she understand that any  
funds not claimed for the plan year must be forfeited and can  
not be refunded or carried forward to the next year.
7. The signature of the employee that he/she understands that  
his/her social security benefits may be reduced by this election  
due to the pre-tax treatment of these expenses.

Upon receipt of the enrollment form, Human Resources shall establish a payroll deduction for the employee for the enrollment year. The payroll deduction shall be on a pre-tax basis. Funds that are deducted from the employee's pay shall be placed in a secured account for future use during the calendar year.

Employees shall be able to use the full amount of the purchased vacation credits subject to department head approval and provided the employee has exhausted his/her accrued vacation time.



## ENROLLMENT FORM

### FLEXIBLE BENEFIT VACATION CREDIT PURCHASE

Name: \_\_\_\_\_ Date of Hire: \_\_\_\_\_

Work Phone #: \_\_\_\_\_ Home Phone #: \_\_\_\_\_

Department: \_\_\_\_\_

I want to purchase:

\_\_\_\_\_ One (1) Week Vacation Credits \_\_\_\_\_ Two (2) Weeks Vacation Credits

I authorize \$\_\_\_\_\_ to be deducted from my weekly paycheck. \_\_\_\_\_ initial

I understand and agree that I can not use my purchased vacation credits until such time as my regularly accrued vacation time is exhausted. \_\_\_\_\_ initial

I understand that any funds that are in my vacation credit account that I do not get to use by the end of the calendar year will be forfeited. \_\_\_\_\_ initial

I understand that my social security benefits may be reduced by electing to purchase vacation credits. \_\_\_\_\_ initial

I understand that if I terminate my employment and have received vacation credit pay but have not paid for it, the amount overpaid shall be deducted from my final pay check. \_\_\_\_\_ initial

\_\_\_\_\_  
Employee Signature      Date

\_\_\_\_\_  
Dept Head Signature      Date

\_\_\_\_\_  
Payroll Coordinator      Date

\_\_\_\_\_  
Human Resources      Date

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# City of Manchester New Hampshire

*In the year Two Thousand and* six

## AN ORDINANCE

"Amending Section 33.079 (H) (1) Flexible Benefit Vacation Plan) of the Code of Ordinance of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

### 33.079(H) (1) FLEXIBLE BENEFIT VACATION PLAN

(H) (1) Flexible Benefit Vacation Plan Elections: Employees may be authorized in writing by their department head, to purchase additional vacation credits over their normal accrued credits. The additional vacation credits may only be used with the approval of the department head and only after the exhaustion of normal vacation credits. The Human Resources Department shall establish policies and procedures which shall govern the way an employee can use the vacation credits, what happens if the employee does not use the credits and the way an employee will place the appropriate funds into a special account. The purchase of these additional vacation credits shall not alter the maximum accrual limits as set forth in Ordinance Section 33.079(H).

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

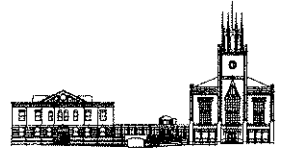




# CITY OF MANCHESTER

## Human Resources Department

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Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065  
[www.ManchesterNH.gov](http://www.ManchesterNH.gov)



10-3-06 Tablod

September 27, 2006

Alderman Ted Gatsas, Chairperson  
Human Resources and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, New Hampshire 03101

### Re: Request for Reclassification

Dear Alderman Gatsas and Members of the Committee:

In July, Deputy Chief of Police, Gary Simmons, requested that this office review the support positions assigned to the Ordinance Violations Unit in the Police Department. As such, the incumbents completed position questionnaire and a desk audit took place. As a result of the desk audit, I am recommending that the two positions be reclassified from Customer Service Representative I, salary grade 11, to Customer Service Representative II, salary grade 12.

The Customer Service Representative (CSR) I, is distinguished from the Customer Service Representative II primarily due to a larger programmatic responsibility and greater administrative duties. The duties that are assigned to the CRS positions in Ordinance Violations are responsible for processing a wide range of citations. The process of processing citations includes entering important and accurate information into a database. The incumbents watch for failure to pay citations and must be fully trained on the State Spots system to ensure that information that is forwarded to the Police Department is perfect. Individuals that have received citations are often not happy about that. As such, disgruntled individuals are often at the window expressing themselves in less than a cordial manner. The CSR incumbents must maintain a dignified and professional response to the disgruntled people. The incumbents are also authorized to void citations if the violation was incorrect. Therefore, the incumbents must have knowledge of a variety of Ordinances and laws to do their work accurately and properly. In addition to the above, the incumbents must maintain cash and balance the drawer at the end of each work day.

These two positions are responsible for more than the CSR I's that I am aware of but have less complex duties than the CSR III's that I have looked at. Therefore, I am requesting that these two positions be reclassified to the level of Customer Service Representative II.

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Alderman Ted Gatsas

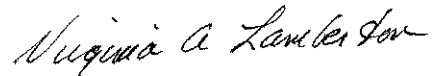
- 2 -

September 27, 2006

I am attaching a copy of the class specification for your review and information.

Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,



Virginia A. Lamberton  
Human Resources Director

Attachment

Cc: Chief Jaskolka  
Dale Robinson



# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Customer Service Representative II
Class Code Number	1030

### General Statement of Duties

Performs a variety of clerical, general office duties, and information dissemination services for employees and visitors; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to serve as a central communication point within a City department and to provide clerical and administrative support functions to office personnel. The work is performed under the supervision and direction of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision may be exercised over other office personnel. This class is distinguished from the class of Customer Service Representative I due to a larger programmatic responsibility and greater administrative duties. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business and community organizations and the public. The principal duties of this class are performed in a general office environment.

### Examples of Essential Work (illustrative only)

- Answers department telephone calls, receives and greets visitors to the department and provides information to callers and visitors or refers callers and visitors to other appropriate departments or City personnel;
- Answers customer questions requiring detailed programmatic knowledge of Departmental operations;



- Follows up on complaints from customers involving gathering information from several Departmental and/or intra-Department sources;
- Prepares correspondence, lists and other documents on computer;
- Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested;
- Requisitions all department materials and supplies;
- Coordinates the work of other employees involved in customer service delivery;
- Copies, packages and distributes a variety of written materials as requested by office personnel;
- Screens visitors, telephone calls, faxes, mail and messages directed to office personnel;
- Receives cash for designated items, makes appropriate change and reconciles cash drawers;
- Processes applications, licenses or related documents as necessary;
- Dispatches information to key Departmental personnel as necessary;
- Distributes incoming mail to all appropriate City departments;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;"><b>Required Knowledge, Skills and Abilities</b> <b>(at time of appointment)</b></p>
--

- Substantial knowledge of current practices and procedures involved in customer service delivery;
- Substantial knowledge of modern office procedures, practices and equipment;
- Substantial knowledge of modern office filing systems and procedures;
- Substantial knowledge of the function of services within the public sector, preferably within a municipality;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involved with City activities and policies;
- Ability to quickly learn the core area of knowledge of Departmental operations;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;

- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to accurately count large amounts of money and make bank deposits;
- Ability to type correspondence and reports;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

- Graduation from High School or possession of a GED; and
- Some experience in general office operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

#### **Required Special Qualifications**

- None.

#### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer, telephone and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function within the general office environment.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

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# CITY OF MANCHESTER

## Human Resources Department

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Manchester, New Hampshire 03101  
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October 5, 2006

Alderman Ted Gatsas, Chairman  
Human Resource and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, New Hampshire 03101

Re: Item 5, HRIC Agenda 10-3-06

Dear Alderman Gatsas and Members of the Committee:

Item 5, Request to Reclassify two Customer Service Representative I positions to Customer Service Representative II, was tabled at your meeting on October 3, 2006. The reason it was tabled was because you wanted to know what the cost for the two reclassifications would be for the balance of this fiscal year.

The cost of both reclassifications will be \$1,520.26 for the balance of FY 07.

Respectfully submitted,

Virginia A. Lamberton  
Human Resources Director



# CITY OF MANCHESTER

## Human Resources Department

One City Hall Plaza  
Manchester, New Hampshire 03101  
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065  
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10-3-06 T. A. V. L. A.

August 28, 2006

Alderman Ted Gatsas, Chairman  
Human Resource and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, New Hampshire 03101

Re: Request for Reallocation, Equipment Service Technician II

Dear Alderman Gatsas and Members of the Committee:

On behalf of Frank Thomas, P.E., Public Works Director, I am requesting the reallocation of the Equipment Service Technician II, from a salary grade 13 to a salary grade 14.

The incumbent of the position requested that we look at the duties of the position to determine whether or not the position was properly graded. The first thing we noticed was that the position only needed four points to go to salary grade 14. In reviewing the minimum qualifications, the classification is not getting sufficient points to require experience and knowledge in welding. During the "desk audit", it was quite apparent that the nature of the work requires that an incumbent possess excellent welding skills in addition to being mechanically inclined. If you will look at the attached class specification under *Examples of Essential Work*, you will note that the first duty is to perform welding duties to heavy equipment including fabrication, repair and replacement of metal parts. The incumbent must know how to operate each piece of equipment, ie plows, loaders, graders, etc. etc. Once the equipment has been moved, then the incumbent must have solid skills and knowledge to fabricate and repair parts. This requires welding experience and knowledge.

In relative terms, regular truck drivers are not typically able to operate such diverse pieces of equipment, nor are they required to have the knowledge to repair the equipment. These positions are typically at salary grade 14. It seems apparent that to ensure that there is equity in pay, that the Equipment Service Technician II position be reallocated to a salary grade 14.

I am attaching a copy of the class specification for Equipment Service Technician II.

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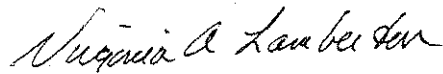
Alderman Ted Gatsas

- 2 -

August 28, 2006

Your favorable approval of this reallocation would be greatly appreciated. If you have any questions, I would be happy to answer them.

Respectfully submitted,

A handwritten signature in cursive script, reading "Virginia A. Lamberton".

Virginia A. Lamberton  
Human Resources Director

Attachment

Cc: Frank Thomas, P.E. Director

# City of Manchester New Hampshire

*In the year Two Thousand and*

six

## AN ORDINANCE

“Amending Section 33.025 (Equipment Service Technician II) of the Code of Ordinances of the City of Manchester.”

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Change Equipment Service Technician II, Class Code 5510 from Grade 13 to Grade 14 **non-exempt**

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Equipment Service Technician II
Class Code Number	5510

### General Statement of Duties

Performs preventative maintenance on mechanical equipment and performs specialized repair assignments; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure equipment used in public works and related operations are in usable order and remains in service for the maximum amount of time. The work is performed under the supervision and direction of the Equipment Maintenance Superintendent II or other supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from class of Equipment Service Technician I by the performance of more complex repair duties, including welding responsibilities. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in both a general indoor and outdoor work environment with potential personal hazards. An employee in this class may also be required to handle and/or manage hazardous waste and if so, appropriate training will be provided annually.

### Examples of Essential Work (illustrative only)

- Performs welding duties as applied to heavy equipment, including the fabrication, repair and replacement of metal parts;
- Cuts metal and related items using an oxy-acetylene torch;

10

- Repairs and maintains snow plows and related equipment, including fabrication of some replacement parts;
- Examines vehicles and related equipment to determine service needs;
- Follows a preventative maintenance schedule to ensure vehicles and equipment have proper fluid levels;
- Changes engine oil and filters, air filters, fuel filters, transmission fluids and filters and related;
- Flushes gear boxes, transfers case fluids and differentials on various pieces of equipment;
- Monitors hydraulic systems and changes or adds fluids as required;
- Repairs two-way radios;
- Places and removes chains and salters on trucks for snow removal;
- Handles all petroleum, kerosene and other hazardous waste according to prescribed guidelines;
- Provides field service to equipment as needed;
- Operates equipment as necessary, including testing equipment after service as needed;
- Operates a power greaser, oil purifier, power lubber and related equipment;
- Maintains an inventory of parts and equipment;
- Maintains service records;
- Cleans vehicles and equipment as necessary;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;"><b>Required Knowledge, Skills and Abilities</b> <b>(at time of appointment)</b></p>
--

- Thorough knowledge of the operation and maintenance of gasoline and diesel engines;
  - Thorough knowledge of the tools used in the upkeep of municipal vehicles;
  - Skill in the service of engines and related equipment;
  - Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
  - Ability to understand and follow oral and/or written policies, procedures and instructions;
  - Ability to prepare and present accurate and reliable reports containing findings and recommendations;
  - Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- 10



- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

**Acceptable Experience and Training**

- Graduation from High School or possession of a GED; and
- Considerable experience in engine maintenance and repair; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- Class B CDL.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor engine servicing;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to work sites throughout the City.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

10



# CITY OF MANCHESTER

## Human Resources Department

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October 6, 2006

Alderman Ted Gatsas, Chairperson  
Human Resource and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, New Hampshire 03101

Re: Item 4 – HRIC Agenda Item #6, 10-03-06

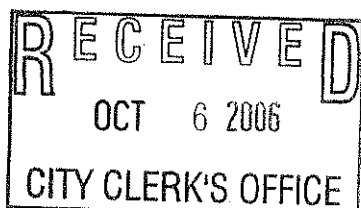
Dear Alderman Gatsas and Members of the Committee:

Item 6, Request to Reallocate the Equipment Service Technician II from salary grade 13 to salary grade 14, was tabled at your meeting on October 3, 2006. The reason it was tabled was because you wanted to know what the cost for the reallocation would be for the balance of this fiscal year.

The cost of this reallocation will be \$1,014.60 for the balance of FY 07.

Respectfully submitted,

Virginia A. Lamberton  
Human Resource Director



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# CITY OF MANCHESTER

## Human Resources Department

One City Hall Plaza  
Manchester, New Hampshire 03101  
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www.ManchesterNH.gov



September 27, 2006

Alderman Ted Gatsas, Chairperson  
Human Resource and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, New Hampshire 03101

Re: Request to Establish New Class Specification  
And Reclassify Existing Position

Dear Alderman Gatsas and Members of the Committee:

The City of Manchester has received a Grant Award and accepted federal funds from the Corporation for National And Community Service for the AmeriCorps VISTA Program. Dennis Hebert has been assigned the responsibility for administering this important program.

Currently, Mr. Hebert is classified as a Grants Coordinator, class code 9231, salary grade 18. The new responsibilities now necessitate that the position he occupies be reclassified to reflect his new duties and responsibilities. Therefore, we have drafted a new class specification to reflect his new duties. The proposed title for the class specification is VISTA Project Administrator. An analysis of the level of the duties and responsibilities assigned to this position warrant a salary grade twenty (20). Therefore, I am requesting that the Grants Coordinator position be reclassified to a new title of VISTA Project Administrator be established at a salary grade twenty (20).

I am attaching a copy of the class specification for your review and comments.

Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton  
Human Resources Director

Attachment

# City of Manchester New Hampshire

*In the year Two Thousand and* six

## AN ORDINANCE

"Amending Sections 33.024, 33.025 & 33.026 (VISTA Project Administrator) of the Code of Ordinance of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITION be amended as follows:

Reclassify Grants Coordinator, Class Code 9231 to VISTA Project Administrator, Class Code 1011

SECTION 33.025 COMPENSATION OF POSITION be amended as follows:

Reclassify Grants Coordinator, Class Code 9231, Grade 18, to VISTA Project Administrator, Class Code 1011, Grade 20 exempt

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows:

Reclassify Grants Coordinator, Class Code 9231, to VISTA Project Administrator, Class Code 1011, exempt (See attached).

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

**DRAFT**

# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

<b>Class Title</b>	<b>VISTA Project Administrator</b>
<b>Class Code Number</b>	1001-20

### General Statement of Duties

Plans, organizes and administers the operations and activities of the Manchester VISTA Project; performs related work as required.

### Distinguishing Features of the Class

The principle function of an employee in this class is to provide administrative oversight to all operations and activities of the Manchester VISTA Project. The work is performed under the supervision and direction of a superior, but extensive leeway is granted for the exercise of independent judgement and initiative. Indirect supervision is exercised over the responsibilities of all Manchester VISTA Project program sites and program site supervisors. Direct supervision is provided for the BISTA Leader and all Manchester VISTA Project members. The nature of the work performed requires that an employee in this class establish and maintain effective working relationship with the Mayor, Board of Aldermen, Corporation for National and Community Service, City departments, community non-profit agencies, business and community groups, other State and Federal officials and the media. The principle duties of this class are performed in a general office setting.

### Examples of Essential Work (illustrative only)

- Plans, organizes, administers and evaluates the work of the VISTA Leader and all Manchester VISTA Project members in implementing the expressed goals, policies and

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- directives of the Corporation for National and Community Service, Mayor and Aldermen, Federal and State regulatory agencies;
- Develops policies and procedures designed to increase the efficiency and effectiveness of the Manchester VISTA Project in addressing the poverty-related needs of the Manchester area;
  - Maintains and develops relationships with local, State and national Corporation for National and Community Service staff.
  - Develops and oversees program media, outreach and public relations strategies;
  - Designs monitoring and reporting mechanisms to track implementation of policies and elicit specific recommendations for improvement of the VISTA Project Operations;
  - Recommends any major shift in policies or procedures for future developments;
  - Participates in various aspects of personnel administration within the VISTA project to include hiring, termination, grievance procedures and coordination of VISTA member training;
  - Serves as the chief spokesperson for the VISTA Project;
  - Performs special projects for the VISTA as assigned;
  - Provides information and demonstrations concerning how to perform certain work tasks to new VISTA members in the same or similar class of positions;
  - Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
  - Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
  - Responds to citizens' questions and comments in a courteous and timely manner;
  - Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
  - Performs other directly related duties consistent with the role and function of the classification.

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

- Comprehensive knowledge of AmeriCorps\*VISTA Program management, including development and implementation of policies and procedures involving every aspect of administering the VISTA Project;
  - Comprehensive knowledge of all Federal regulations regarding the establishment of the Manchester VISTA Project;
  - Comprehensive knowledge of the program needs of Manchester's needy and vulnerable populations;
  - Comprehensive knowledge of Federal, State and local government operations and procedures;
  - Comprehensive knowledge of marketing the AmeriCorps\*VISTA and the Manchester VISTA Project;
  - Comprehensive knowledge of current principles and practices of public and business administration;
- //

- Comprehensive knowledge of budgetary principles;
- Comprehensive knowledge of AmeriCorps VISTA Program regulations;
- Ability to supervise, train, evaluate and lead the work of others;
- Ability to coordinate with the diverse and complex activities of a City departmental programming;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

- Graduation from an accredited college or university with a Bachelor's Degree in Political Science, Public Administration, Business Management or a related field; and
- Extensive experience in the management of a governmental and/or non-profit entity.

#### **Required Special Qualifications**

- Possession of a NH driver's license or access to transportation.

#### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor assigned areas;

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- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a vehicle;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the City.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

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# CITY OF MANCHESTER

## Human Resources Department

One City Hall Plaza  
Manchester, New Hampshire 03101  
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065  
www.ManchesterNH.gov



10-3-06 Taulod

September 25, 2006

Alderman Ted Gatsas, Chairperson  
Human Resources and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, New Hampshire 03101

Dear Alderman Gatsas and Members of the Committee:

At our last meeting, you asked me to survey the Department Heads to find out if any of their employees had gotten a merit step increase that they did not want to get a merit step increase. I surveyed the departments that did not have 100% of their performance evaluations completed and no Department Head has stated that any employee got a step that they did not intend to get a merit step.

I hope this answers your question. If not, please let me know and I will pursue it further.

Respectfully submitted,

Virginia A. Lamberton  
Human Resources Director



# CITY OF MANCHESTER

## Human Resources Department

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August 25, 2006

Alderman Ted Gatsas, Chairman  
Human Resource and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, New Hampshire 03101

### Re: Performance Appraisals

Dear Alderman Gatsas and Members of the Committee:

At the last meeting of the Human Resource and Insurance Committee, August 1, 2006, you asked me to find out how many employees had not had their performance evaluated for the last year. As such, I looked in every employees' personnel folder to determine if a performance appraisal had been completed between July 1, 2005 and June 30, 2006. The following represents my findings:

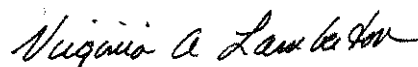
<u>Department</u>	<u>Percent Completed</u>
Airport	92%
Assessors	37.5%*
Building	75%
City Clerk	100%
City Solicitor	100%
Finance	100%
Fire	91%
Health	92%
EPD	87%
Highway	71%
Human Resources	100%
Info Systems	88%
Library	100%
MEDO	0%*
Parks, Cemetery, Rec	89%
Planning	72%
Police	99.9%
Senior Services	44%
Tax	100%
Waterworks	93%
Welfare	100%
Youth Services	73%

- Both the Assessor's Office and MEDO had new Department Heads during FY06. My advice to those new Department Heads was to set work standards for their employees prospectively. At the conclusion of the first cycle of performance evaluation periods, they should then evaluate the employees based upon a year of observing their performance. It would not be fair or appropriate for them to try to do an evaluation for the previous year when they were not there to give work assignments and thus evaluate the employees' performance.

The City wide average for completing performance evaluations for FY06 was 82.5%.

I hope this information is what you wanted. If you would like any additional information, please let me know and I will provide it to you.

Respectfully submitted,



Virginia A. Lamberton  
Human Resources Director



# CITY OF MANCHESTER

## Human Resources Department

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www.ManchesterNH.gov



July 19, 2006

Alderman Ted Gatsas, Chairman  
Human Resource and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, New Hampshire 03101

Re: Proposed Change in Ordinance 33.048  
Advancements Within Pay Range

Dear Alderman Gatsas and Members of the Committee:

Ordinance 33.048 (B), Promotion, should be changed to say Step Increases. If you will refer to the language in the body of the Ordinance, the language does not deal with promotions, but rather annual merit step increases. There is a separate ordinance that addresses rates of pay when an employee is promoted, Ordinance 33.046(E).

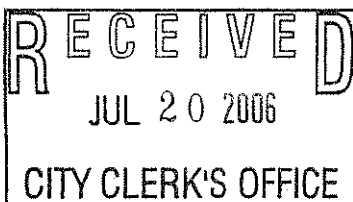
I am also recommending that the language in this Ordinance be consistent with the language that is in the Collective Bargaining Agreements. Specifically, if the Department Head does not do a performance the employee can assume his/her performance is satisfactory.

Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton  
Human Resources Director

Attachment



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## **PROPOSED CHANGE IN ORDINANCE**

### **33.048 Advancements Within Pay Range**

#### **Current Language:**

- (B) *Promotion.* Employees may be advanced to the higher rates within the range as recommended by the department head and approved by the Human Resources Director or Human Resources and Insurance Committee, based upon their manner of job performance and length of service, except as otherwise provided for in collective bargaining agreements. Such advancement may be made yearly until the employee has reached the maximum base rate of the class grade for the position. The Human Resources Director shall develop standardized forms and processes for use by department heads in assessing and rating employee job performance on an objective and equitable basis. Eligibility dates for such advancements shall be the anniversary date of the employee's date of hire in the assigned class.

#### **Proposed Language:**

- (B) *Step Increases.* Full time employees may be advanced to the higher rates within the range as recommended by the department head and approved by the Human Resources Director or the Human Resources and Insurance Committee, based upon their job performance and length of service except as otherwise provided for in collective bargaining agreements. Such advancement may be made yearly until the employee has reached the maximum base rate of the class grade for the position. The Human Resources Director shall develop a standardized form and process for use by department heads in evaluating employees' work performance. Such evaluation of work performance shall be made on an objective and equitable basis. An incomplete evaluation will be considered a satisfactory evaluation. Eligibility dates for such advancements shall be the anniversary date of the employee's date of hire in the assigned class.

# City of Manchester New Hampshire

*In the year Two Thousand and* six

## AN ORDINANCE

"Amending Section 33.048 (B) (Advancements Within Pay Range) of the Code of Ordinances of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

I. Amend Section 33.048 (B), Advancements Within Pay Range, of the Code of Ordinances of the City of Manchester by deleting language stricken (---) and inserting new language as bolded (**bold**). Language of Section 33.048 (B) not struck through or bolded remains unchanged.

### § 33.048 (B) (ADVANCEMENTS WITHIN PAY RANGE)

(B) ~~Promotion. Employees may be advanced to the higher rate within the range as recommended by the department head and approved by the Human Resources Director or Human Resources and Insurance Committee, based upon their manner of job performance and length of service, except as otherwise provided for in collective bargaining agreements. Such advancement may be made yearly until the employee has reached the maximum base rate of the class grade for the position. The Human Resources Director shall develop standardized forms and processes for use by department heads in assessing and rating employee job performance on an objective and equitable basis. Eligibility dates for such advancements shall be the anniversary date of the employee's date of hire in the assigned class.~~

(B) **Step Increases. Full time employees may be advanced to the higher rates within the range as recommended by the department head and approved by the Human Resources Director or the Human Resources and Insurance Committee, based upon their job performance and length of service except as otherwise provided for in collective bargaining agreements. Such advancement may be made yearly until the employee has reached the maximum base rate of the class grade for the position. The Human Resources Director shall develop a standardized form and process for use by department heads in evaluating employees' work performance. Such evaluation of work performance shall be made on an objective and equitable basis. An incomplete evaluation will be considered a satisfactory evaluation. Eligibility dates for such advancements shall be the anniversary date of the employee's date of hire in the assigned class.**

II. This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

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